

Refund Policy

PURPOSE

- To provide a fair and equitable refund system.
- To ensure that the provision of services for students (ie excursions / incursions / adventure programs / swimming programs) do not incur direct costs to the school, nor cause the school to run at a loss.

IMPLEMENTATION

- Where the school is charged for the provision of a program or service as a bulk cost and not a 'per head' cost, no refund is able to be given.
- Where a 'per head' fee is charged, refunds are able to be given.
- Where there is a combination of a bulk charge and a 'per head' charge in an excursion (eg visit to the zoo, the bus charge is a bulk cost and the entry fee is a 'per head' cost), only the 'per head' component is able to be refunded.
- Beyond Boundaries Adventure Program: Deposits paid by parents at the start of the year and prior to costing are refundable. Deposit and balance payments paid after costing (at which time numbers are confirmed) are subject to the same criteria as above, ie: 'per head' and/or 'bulk charge'. Once the school has been charged for a student a refund is not possible, eg: a child returns early from camp.
- The provider of swimming instruction estimates the cost at the start of the year and employs instructors according to our enrolment; therefore, parents are responsible for the full cost of the program if a child is participating for all or part of the program. The school will consider a refund due to medical reasons but must be supported by a medical certificate and must be for a period of five days or more.
- Where an event is cancelled by the school, and is unable to be rescheduled to a later date, a refund will be provided in the form of a cheque, or a credit on the student's account.
- All claims for refunds must be made in writing within 21 days of the event taking place, as the school is required to settle accounts within this time.
- The Principal/Business Manager will have the capacity to review special circumstances on an individual basis.
- All refunds will be in the form of a cheque, or a credit on the student's account following approval by the Principal/Business Manager.
- CSEF amounts that have been allocated to these events will not be refunded, but held in credit to be placed against other camps, sports and excursions or forwarded to another school if a child is leaving.

EVALUATION

- School Administration Team feedback